HOY 0 8 2004 LUNGSTON

PTO/SB/21 (04-04)

Approved for use through 07/31/2006. OMB 0651-0031

Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE
e Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

fful

TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

Application Number	09/941,046		
Filing Date	August 28, 2001		
First Named Inventor	Eitel, et al.		
Art Unit	2163		
Examiner Name	not assigned		
Attorney Docket Number	82368		

ENCLOSURES (check all that apply)						
Fee Transmitta	al Form	Drawing(s)	After Allowance communication to Technology Center (TC)			
Fee Att	tached	Licensing-related Papers	Appeal Communication to Board of Appeals and Interferences			
Amendment /	Reply	Petition	Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)			
After	Final	Petition to Convert a Provisional Application	Proprietary Information			
Affida	vits/declaration(s)	Power of Attorney, Revocation Change of Correspondence Address	Status Letter			
Extension of T	Fime Request	Terminal Disclaimer	Other Enclosure(s) (please identify below):			
Express Aband	donment Request	Request for Refund	Form PTO/08A w/cited references Return receipt postcard			
Information Disclosure Statement		CD, Number of CD(s)				
Certified Copy of Priority Document(s)		Remarks				
Response to Missing Parts/ Incomplete Application						
	onse to Missing Parts r 37 CFR 1.52 or 1.53					
	SIGNATUR	RE OF APPLICANT, ATTORNEY, OR AG	ENT			
Firm or Individual name	Gerald T. Shekleton Reg. No.: 27,466					
Signature	Signature Speald (challe					
Date	November 3, 2004					
OFFICIATE OF TRANSMISSION/MAILING						

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the

Typed or printed name Gerald-T. Shekleton
Signature Date November 3, 2004

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

PATENT



THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re U.S. Patent Application) Art Unit: 2163
Applicant:	Eitel, et al.) Confirmation No.: not assigned
Serial No.:	09/941,046) I hereby certify that this correspondence is being transmitted via facsimile (703) 872-
Filed:	August 28, 2001) 9306 to the Commissioner for Patents / PO) Box 1450 / Mailstop AMENDMENT/
For:	AGENT DESKTOP MANAGEMENT SYSTEM WITH AGENT TRAINING	Alexandria, Virginia 22313-1450, on November 3, 2004.
Examiner:	Not assigned	Good F. Shills
		Gerald T. Shekleton Reg. No. 27,466

INFORMATION DISCLOSURE STATEMENT

Mail Stop PATENT APPLICATION Commissioner for Patents P. O. Box 1450 Alexandria, VA 22313

Sir:

Pursuant to 37 C.F.R. §1.97, a list of documents is disclosed on the attached Form PTO-1449 that may be material to the examination of this application. The cited references are enclosed herewith.

Documents for which the supplied date of publication lists the year of publication without the month were published sufficiently earlier than the effective U.S. filing date and any foreign priority date, so that the particular month of publication is not in issue. Pursuant to §609 of the MPEP, it is understood that the month of publication is not required when the particular month of publication is not in issue.

No inferences should be drawn that the attached list represents a comprehensive investigation, or that any material disclosed is equivalent to the subject invention. In addition, none of the documents that have publication dates prior to the priority date of the above application anticipate the invention in this application.

Applicant also encloses a copy of the European Search Report.

In accordance with 37 C.F.R. § 1.97(e)(1), Applicants hereby certify that each item of the

information contained in this Information Disclosure Statement was cited in a communication from a

foreign patent office in a counterpart foreign application not more than three months prior to the filing of

the present statement, as evidenced by the enclosed search report dated October 25, 2004 for European

application no. EP 02090294.

The cited document(s) disclose numerous specific features. There has been no attempt to list each

and every feature disclosed by each document. The Examiner is requested to review the document(s) and

determine the extent of the materiality of the document disclosures with respect to the present invention.

The discussion of any art and the citation of any document(s) herein is not to be construed as an

admission that the art or document disclosure is necessarily within the invention field of endeavor, that the

art or document disclosure is necessarily prior in time to a particular date which may be relevant to the

instant patent application, and/or that the art or document disclosure is otherwise necessarily prior art as

defined by the patent law with respect to the instant invention and application.

Also, there is reserved the right to later set forth how the instant invention is distinguished over the

disclosure of any document or other art, including the disclosures of the art and document(s) recited herein,

that may be cited by the Examiner in rejecting a claim in the instant patent application. The recitation

herein of the art and document(s) is not to be construed as an assertion that more pertinent art could not

possibly be in existence.

Respectfully submitted,

Strald 7. Sheles

Gerald T. Shekleton

Registration No. 27,466

Dated: November 3, 2004

WELSH & KATZ, LTD.

120 South Riverside Plaza

22nd Floor

Chicago, Illinois 60606

Telephone: 312-655-1500

,			Docket Number (Optional) Application Number 82368 09/941,046						
INTO PARTION DISCLOSURE CITATION			Applicant(s) Eitel, et al.		09/941,046				
(Use several sheets if necessary)				Filing Date		Group Art Unit	-		
	YOH	0 8 2004 w			August 28, 2001	l	2	163	_
U.S. PATENT DOCUMENTS *EXAMINER INITIAL REF DOCUMENT NUMBER DATE NAME CLASS SUBCLASS FILING DATE IF APPROPRIATE									
*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME		CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
	_	5,164,983	11/17/1992	Brown,	et al.				
		5,239,460	08/24/1993	LaRoche					
			U.S. PATEN	Γ APPLICA	ATION PUBLICATIONS		-		
*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE		NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
			FORE	IGN PATE	NT DOCUMENTS				
	REF DOCUMENT NUMBER DATE			COUNTRY	CLASS	SUBCLASS	Tran:	Translation YES NO	
	WO 00/44160		07/27/2000	wo					
		EP 0866407	09/23/1998	Europe					
			OTHER I	OOCUMEN	TS (Including Author,	Title, Date, I	Pertinent Pages, E	tc.)	
er - verwegg			·						
EXAMINE	R	<u> </u>			DATE CONSIDERED				
EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.									